

## Claims

1. A method for transmitting notifications to users of a logistic system,  
**characterized in that,**  
in response to different events within the logistic system, different modules with associated functions are called up in each case, whereby the modules generate notification orders that are transmitted to a central sending component (30) which, on the basis of the orders, generates appropriate notifications and sends them to the users.
2. The method according to Claim 1,  
**characterized in that**  
the logistic system operates one or more parcel compartment systems with one or more registered users.
3. The method according to one or both of Claims 1 and 2,  
**characterized in that,**  
in order to generate the notifications, the sending component (30) accesses one or more databases.
4. The method according to Claim 3,  
**characterized in that**  
the sending component (30) accesses at least one client database (70), a parcel database (80), an automatic parcel delivery machine database (90) and a document database (100).
5. The method according to Claim 4,  
**characterized in that**  
the client data, parcel data and parcel compartment system data are allocated in the databases by means of ID's.
6. The method according to one or more of Claims 2 to 5,  
**characterized in that**  
the events comprise at least the following:

- registration of a new user
  - change in the user data
  - placement of a new parcel in a parcel compartment system
  - picking up a parcel from a parcel compartment system
  - sending back a parcel
  - adding a substitute for pick-up of a parcel
  - removing a substitute.
7. The method according to one or more of the preceding claims,  
**characterized in that**  
the notification orders generated by the modules are either transferred to a central sending component (30) so that they can be sent immediately or else they are written into a communication request queue (40) so that they can be sent in a deferred manner.
8. The method according to Claim 7,  
**characterized in that**  
the notification orders are read from the CommunicationRequestQueue (40) by means of a queue reader (50) in a timer-controlled manner and transmitted to the central sending component (30) which generates the appropriate user-specific notifications and sends them to the users via a gateway (120).
9. The method according to Claim 8,  
**characterized in that,**  
before being transferred to the central sending component (30), the status of the notification orders is validated in a Delivery Contract Logic (60).
10. The method according to one or more of the preceding claims,  
**characterized in that**  
the notifications are sent to the users in the form of e-mail and/or SMS.
11. A system for transmitting notifications to users within a logistic system,  
**characterized in that**

it is suitable for carrying out the method described according to one or more of the Claims 1 to 10.

12. The system according to Claim 10,  
**characterized in that**  
it consists at least of modules that each have functions for generating notification orders, of a central sending component (30), of a communication request queue (40) and of one or more databases.
13. The system according to Claim 12,  
**characterized in that**  
it comprises a document database (100) with templates (110) for generating individual notifications for the specific users.
14. The system according to one or more of Claims 11 to 13,  
**characterized in that**  
it comprises a client database (70) with information about clients.
15. The system according to one or more of Claims 11 to 14,  
**characterized in that**  
it comprises a parcel database (80) with information about parcels.
16. The system according to one or more of Claims 11 to 15,  
**characterized in that**  
it comprises an automatic parcel delivery machine database (90) with information about automatic parcel compartment systems.
17. The system according to one or more of Claims 11 to 16,  
**characterized in that**  
it has a gateway (120) for sending the notifications.